

Minister of Health



Ministre de la Santé

Ottawa, Canada K1A 0K9

**MAR 02 2012**

Mr. Michel Robidoux  
President and General Manager  
Mr. Gordon Meyer  
Vice-President, Hospital Division  
Ms. Jacquelin Gagnon  
Vice-President, Retail Division  
Sandoz Canada  
110 de Lauzon Street  
Boucherville, Quebec J4B 1E6

Dear Mr. Robidoux and Cosignatories:

Thank you for your correspondence of February 16 and 17, 2012, concerning Sandoz Canada's remediation activities.

I understand that Sandoz Canada is undertaking remediation activities that have significantly reduced its output of pharmaceuticals onto the Canadian market. In the event of possible supply interruptions, early notification and transparency are key. Hospitals, health care professionals and patients need and deserve as much advance notice as possible in order to plan and adapt treatment plans accordingly.

Early last fall, I received a commitment from several professional and industry associations for a voluntary plan to provide timely, accurate and comprehensive information about drug shortages to health care professionals and patients across Canada. I understand that you are a member of the Canadian Generic Pharmaceutical Association, which contributed to the development of this plan.

Sandoz's failure to make publicly available clear, precise and timely information regarding supply disruptions is contrary to the spirit and principles of the pledge made to me in September 2011. This lack of transparency is unacceptable.

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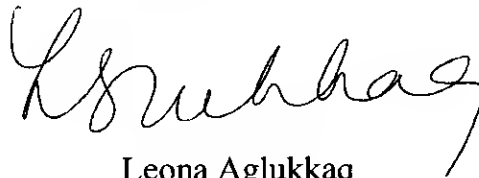
While your remediation efforts to date are appreciated, I further question your judgement in failing to secure your supply chain prior to initiating any actions that would result in a shortage situation for Canadians.

Canadians deserve better. I am calling on you to fulfil your commitment to make information on current and potential drug shortages publicly available in a timely manner, as well as to take steps to prevent supply interruptions so that patient health and safety is not compromised.

In order to help mitigate supply disruptions, my officials are on standby to help facilitate access to alternatives, such as by licensing alternative sites and/or products as appropriate. In fact, we are already starting to receive some requests, which are being reviewed on a priority basis. Your lack of clear communication with your customers, however, is leading some to submit urgent requests for products you claim are not in shortage. I urge you to rectify this confusion immediately.

Thank you for writing.

Sincerely,

A handwritten signature in black ink, appearing to read 'Leona Aglukkaq', written in a cursive style.

Leona Aglukkaq

c.c. Mr. Jim Keon  
Dr. Riad Sherif